

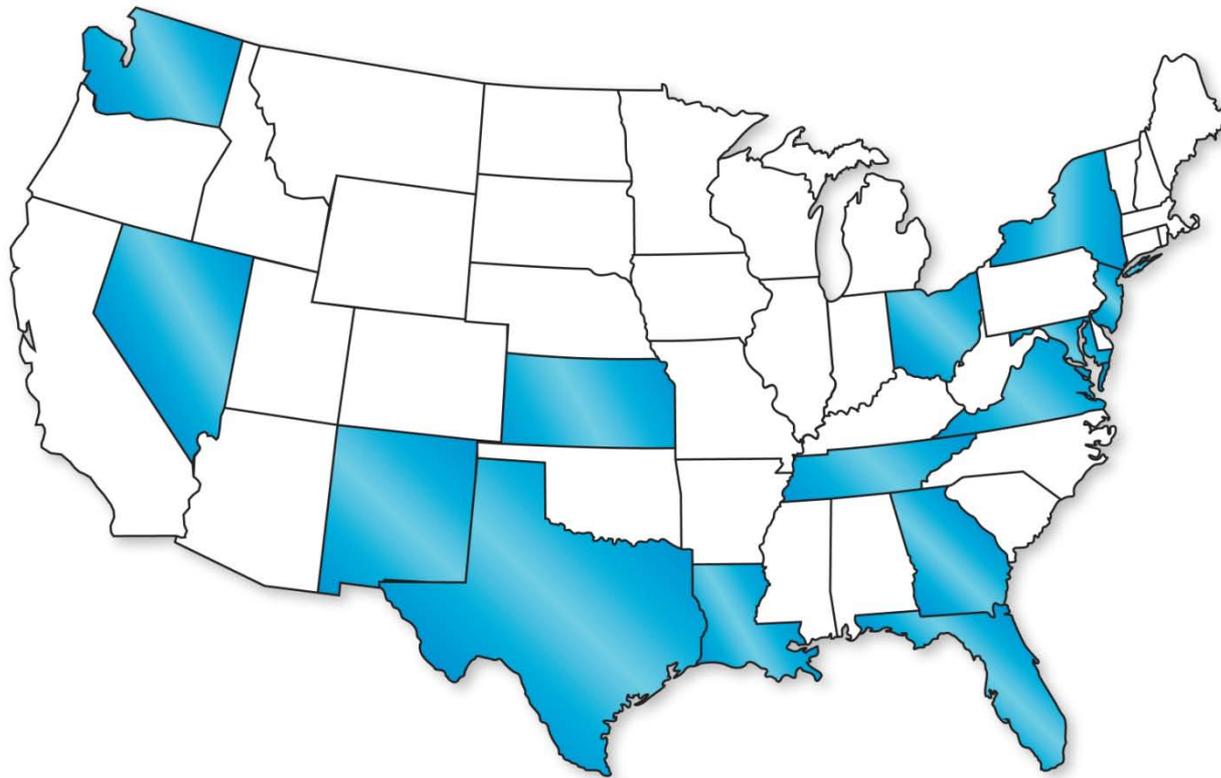
## KanCare Educational Tours

# Who We Are

- Amerigroup\* coordinates health care services through local health plans for approximately 2.2 million members in 13 states.
- We focus solely on Medicaid, Medicare and other publicly funded health care programs.
- We offer more experience — 16 years — dedicated to government health care programs than any other publicly traded company.
- We build tools to address the health care needs of the financially vulnerable, seniors and people with disabilities.

*\*Refers to Amerigroup Corporation and its subsidiary health plans.*

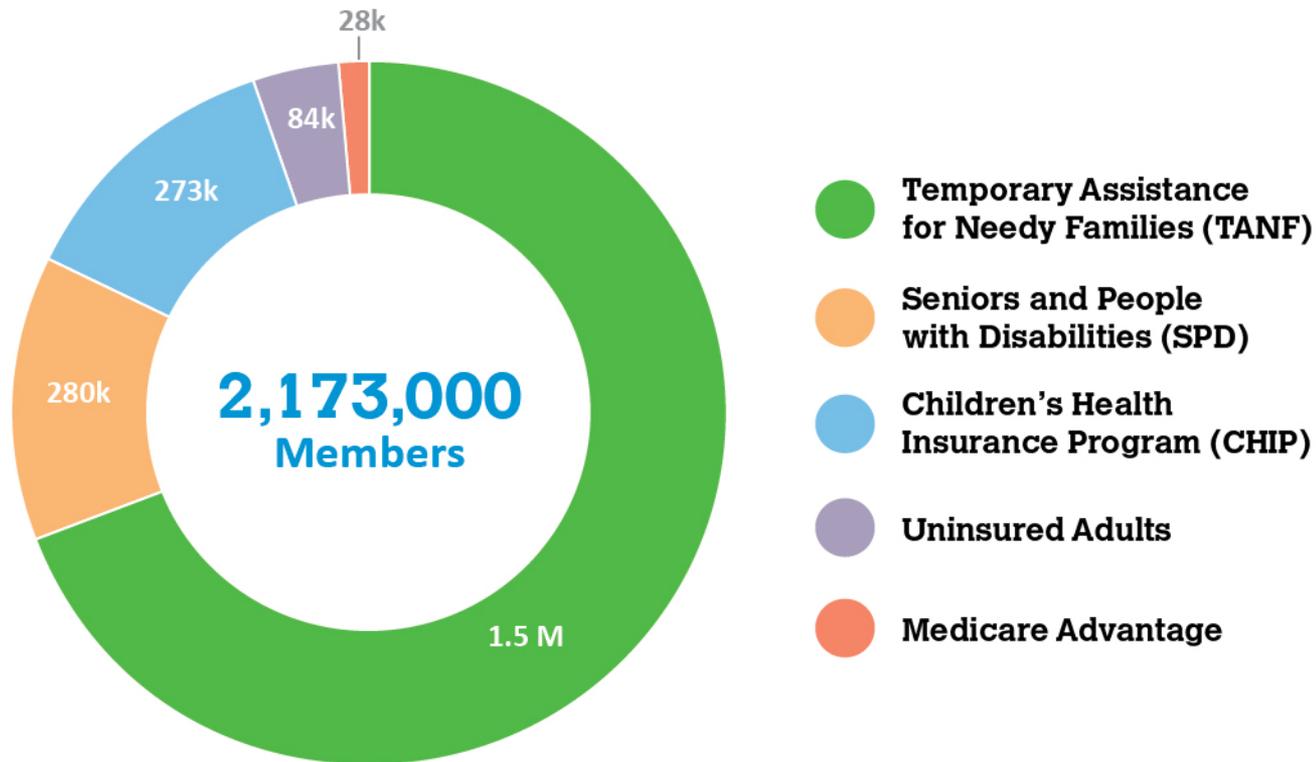
# Who We Serve: State Partners



**State Partners:**

Florida  
Georgia  
Louisiana  
Maryland  
Nevada  
New Jersey  
New Mexico  
New York  
Ohio  
Tennessee  
Texas  
Virginia  
Washington  
Kansas as of Jan. 1, 2013

# Who We Serve: Program Enrollment



# Why Amerigroup?

- One of the first companies to integrate coordination of physical, behavioral and social needs while emphasizing community-based care
- Member-centric rather than disease-centric case management addresses primary condition(s), coexisting conditions, behavioral health and psychosocial needs
- We place emphasis on care coordination for each member, working with providers to ensure appropriate follow-up, medication management and care transitions
- We work with community-based organizations, resources and outreach services



Watch our [Real Stories video series](#) to see how we make a difference in the lives of our members every day.

# We Focus on Members' Needs

Our medical management program delivers a coordinated approach so members receive care at appropriate levels through individualized programs in coordination with community services. The program incorporates:

- Case management services
- Eight NCQA-accredited disease management programs
- Other disease management programs:
  - High-risk obstetrics/neonatal intensive-care unit
  - Hypertension
  - Obesity\*
  - Bipolar disorder\*
  - Transplant services

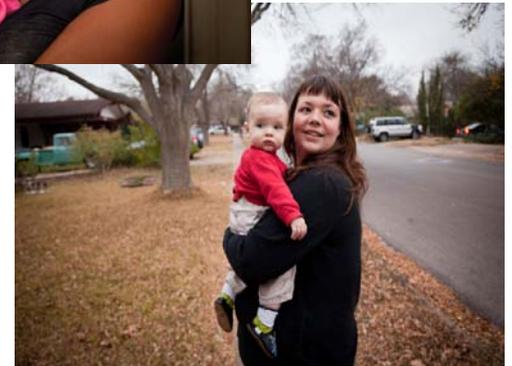
## NCQA-accredited Programs

- Asthma
- Congestive heart failure
- Chronic obstructive pulmonary disease
- Coronary artery disease
- Diabetes
- HIV and AIDS
- Major depressive disorder
- Schizophrenia

\* New programs

# Who We Serve: Medicaid Mothers and Children

- Pregnancy is the most common health condition for our adult members.
  - Amerigroup covered 63,257 births in 2011.
  - Our premature birth rate of 9 percent is well below the national average of 12 percent.
- Among children, the most common health condition is asthma — more than 80,000 members ages 5 to 18 are asthmatic.
  - In our NCQA-accredited disease management program for asthma treatment, 91.6 percent of our 80,000 members are medication-compliant.



# Who We Serve: Seniors and People With Disabilities



- We serve 231,000 people in the Medicaid Aged, Blind and Disabled (ABD) category — one of the largest ABD groups in the nation
- The first Medicaid MCO to establish a National Advisory Board to improve health among seniors and people with disabilities
- Our coordinated care model addresses the challenge of multiple diseases or illnesses that are common among seniors and people with disabilities

# Long-term Services and Support

**We integrate primary, acute and long-term care services for people with disabilities and the elderly through our single, coordinated managed-care delivery system that:**



- ✓ Helps members and providers navigate through the fragmented and complicated service system
- ✓ Emphasizes community-based services over institutional services to help maintain independence
- ✓ Emphasizes primary care and prevention over inpatient and emergency room services
- ✓ Promotes service coordination as the cornerstone of our care model

# Behavioral Health Care

- Because we support the integration of both physical and behavioral health services, we collaborate and help to coordinate care with behavioral health specialty providers (e.g., psychiatrists, psychologists, licensed clinical social workers).
- Screening tools and evidence-based treatment guidelines are available on our website to help you determine whether members need referrals to specialty behavioral health systems for emergent, urgent or routine care.



# The Amerigroup Foundation

## Founded in 2001, the Foundation:

- Supports nonprofit and community-based organizations in the communities we serve
- Endows community programs



## Foundation goals:

- Foster access to health care
- Ensure safe and healthy children and families
- Promote healthy communities
- Help all people, not just Amerigroup plan members

